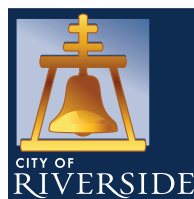




# TOP 20 QUARTERLY UPDATES 2ND CALENDAR QUARTER

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APRIL - JUNE 2016



# CITY ATTORNEY'S OFFICE



## DEFENSE VERDICT | ROMERO V. CITY

After seeking \$1 million in damages due to alleged injuries from a pothole behind an apartment complex, the plaintiff offered to settle for \$75,000 on the eve of the trial. The City refused and proceeded to the trial, where the jury returned with a defense verdict for the City.

# CITY CLERK'S OFFICE



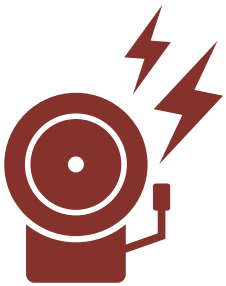
CUSTOMER  
SERVICE  
EXCELLENCE



**2,607** PASSPORT APPLICATIONS PROCESSED  
**\$65,175 IN REVENUE**

 **2,326** PHOTOS TAKEN  
**\$18,608 IN REVENUE**

# FIRE DEPARTMENT



## CITY-WIDE READY RIVERSIDE ACTIVATION DRILL

The Emergency Operations Center conducted its annual "Ready Riverside" activation drill.

Using a predetermined scenario, each department practiced the skills needed in the event of a real activation.



NEW  
BRUSH AND SQUAD  
FIRE VEHICLES  
IN SERVICE



## TOP 20 QUARTERLY UPDATES

# HUMAN RESOURCES



## **“DELIVERING WORLD-CLASS CUSTOMER SERVICE” TRAINING**

13 Screenings with 681 Attendees

# INNOVATION AND TECHNOLOGY



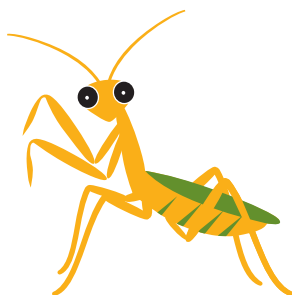
## **INSOURCED POSITIONS FROM XEROX TO THE CITY**

On May 17, 2016 City Council approved the insourcing of Innovation and Technology (IT) staff from Xerox to City positions to meet our deadline of July 1, 2016 and avoid IT service disruptions.



# MUSEUM & CULTURAL AFFAIRS

## **RIVERSIDE INSECT FAIR**



### **2nd Annual Riverside Insect Fair**

**April 30, 2016 • 10 AM - 4 PM**

**RMM and Mission Inn Avenue**

**10,000+  
ATTENDEES**

Staff worked with UCR and other City departments to create an engaging event with hands-on exhibits, vendors, lectures and programming. The programming featured special guests such as the Bug Chef, the San Diego Zoo and Smithsonian Scholars.



## **TOP 20 QUARTERLY UPDATES**



## PLAYFUL CITY USA 2016 NATIONAL AWARD WINNER

Riverside is being honored with a 2016 Playful City USA designation for the 9th time. This national recognition program honors cities and towns across the country for making their cities more playable.

"We are thrilled to recognize these communities that have invested their time and efforts to put kids first," said KaBOOM! CEO James Siegal.



### CONTRACT CLASSES



### SUMMER CAMPS

55% increase over Summer 2015



### SPECIAL TRANSPORTATION SPRING TRIPS



### AQUATICS YMCA PARTNERSHIP

43 new lifeguards, four new pool managers and two new Assistant Aquatic Coordinators this season.



### 109<sup>TH</sup> ANNUAL CINCO DE MAYO PARADE & FIESTA

# 2,000

ATTENDEES



# POLICE DEPARTMENT

## NEW DRUG COLLECTION UNIT

The Riverside Police Department has been awarded a grant from CVS/pharmacy to install a Drug Collection Unit at the Riverside Police Department's Magnolia Station.

It will provide residents with a safe and environmentally-responsible way to dispose of unwanted, unused or expired medication, including controlled substances.



## PUBLIC UTILITIES



## STATE WATER BOARD SELF-CERTIFICATION

The State Water Board Self-Certification Documentation was approved by the Board and Council and sent to the State Water Board. This provides RPU with local control over the City's conservation efforts.

 **139,430**

**CUSTOMER CALLS ANSWERED**

through the Call Center and 311 (April - June 2016)



CUSTOMER  
SERVICE  
EXCELLENCE



## TOP 20 QUARTERLY UPDATES

# PUBLIC WORKS



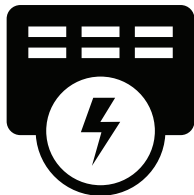
## HOLE LAKE CLEAN-UP



**72.84**  
TONS COLLECTED



**650+**  
MAN HOURS



## FUEL CELL DEMOLITION & INSTALLATION OF NEW FACILITY

Construction completion and system start up is scheduled for August 2016.



RIVERSIDE 2.0

## BLOCK GRANT PROGRAM STREET IMPROVEMENT PROJECTS



RIVERSIDE 2.0



**3.29 MILES** | **40** PEDESTRIAN  
ROADWAY IMPROVEMENTS RAMPs

**\$1.5 Million Investment**

The project improved 16 local streets with new asphalt; reconstruction of damaged curb, gutter and sidewalks; the installation of new pedestrian accessibility ramps; and new drought tolerant landscaping along the parkway of Jackson Street, adjacent to Sherman Indian High School.

## INDIANA AVENUE - ARTERIAL STREET

**3.3 MILES** | **ROADWAY IMPROVEMENTS**

This key arterial was improved with new concrete bus pads, accessibility ramps and rubberized asphalt.



RIVERSIDE 2.0



CUSTOMER  
SERVICE  
EXCELLENCE



CUSTOMER  
SERVICE  
EXCELLENCE



**1,132**  
VEHICLES



**237+**  
TONS OF TRASH

## BULKY ITEM DROP-OFF EVENT

**April 16, 2016**

Multiple locations including: Bryant Park, Bordwell Park, Collett Avenue, Riverside Municipal Airport, and Grove Community Church



# TOP 20 QUARTERLY UPDATES